



SATERN ONLINE PROGRAM

(SkillSoft Courses)

NEW SUPERVISORS

MOVING INTO A MANAGEMENT ROLE

A NEW MANAGER'S RESPONSIBILITIES AND FEARS

Length: 6 hrs

Description: Promotion to management is obviously welcome and something to celebrate, but when the initial excitement is over, you may begin to wonder about your new responsibilities. Your main focus is now on managing the activities of others and ensuring that the company's resources are used effectively. Apprehensions about whether you are able to do the job are natural--it merely indicates a healthy respect for the role. Taking some time to consider how you can best direct your current abilities toward the new task will be time well spent. It is inevitable that your co-workers' expectations of you will change. It may be hard for some of your former colleagues to accept your promotion. Your new fellow managers, who were once senior to you, may also take some time to adjust. Again, thinking through some of the possible scenarios you may face will help you to be better prepared.

BECOMING A MANAGER

Length: 6 hrs

Description: What does becoming a manager involve? What skills are needed to be a good one, and what will others expect of you? These are all natural questions for anyone who is about to become a manager, or who has recently been promoted. Moving into a first management role represents possibly one of the biggest changes in your working life. The transition from player to manager is an exciting, but challenging, one. It takes most people out of an area in which they have been comfortable and successful for some time into more unfamiliar territory. Moving from being one of the team to leading it can be daunting.

LEAD AND COMMUNICATE EFFECTIVELY AS A NEW MANAGER

Length: 6 hrs

Description: As a new manager, it is important that you understand that leadership is not only giving direction, but also about trusting and empowering your staff to do their job. You will undoubtedly have been very good at your last job, but now you will need to resist the temptation to continue doing it. For some time to come, it may be true that you could do it quicker or better, but an important part of your new role is delegating tasks to others. You will not have time to do everything yourself, and your staff members will need to know that you trust them enough and are sufficiently interested in their development, to give them the opportunity to learn new skills. There will be people from whom you need information, and those who need information from you; some will be inside the organization, and others will be outside it. This course will enable you to communicate more effectively by teaching you the best way to tailor your message and choose the appropriate method of delivery for each group within your organization.

COMMUNICATION SKILLS FOR SUCCESSFUL MANAGEMENT

Length: 3 hrs

Description: Effective communication is a crucial component of your success as a manager. As a technical professional, you developed various communication skills that helped you to succeed. But, as a manager, you will need additional communication skills to be effective. This course will examine various aspects of successful communication strategies and skills. You will analyze the strategies of nonverbal communication, listening, assertive communication, and writing and learn how to apply these strategies appropriately. Thus prepared, you will enter your new role as a manager with the ability to communicate more clearly and more effectively.

**DELEGATION BASICS****Length:** 2 hrs

Description: Do you feel that there are just not enough hours in the day? Are you always striving to keep ahead of the paperwork that litters your desk? Perhaps it is time to consider sharing some of those tasks with your skilled employees. As you progress through this "Delegation Basics" course in the "Effective Delegation" series, you will discover what delegating is all about, what you need to do to prepare for and implement this process, and how to ensure that you and your employees will effectively complete those delegated tasks. By participating in this course, you will discover how delegating tasks can enhance and accentuate your management skills.

THE PERSONAL APPROACH IN DELEGATION**Length:** 2.5 hrs

Description: Have you delegated tasks only to later find out that the task wasn't completed properly or that it wouldn't be completed on time? Perhaps you need to reevaluate your delegation skills. This course will help you work more effectively with employees in a delegation situation. As you progress through "The Personal Approach in Delegation" course in the "Effective Delegation" series, you will discover several important factors about delegation--how you can benefit from a shared commitment to a delegated task, how to identify confident and motivated employees, and how the knowledge of common delegating problems can help you become an effective delegator. By participating in this course, you will be prepared to overcome many obstacles in the delegation process.

GOING FROM MANAGEMENT TO LEADERSHIP**DYNAMICS OF LEADERSHIP****Length:** 3 hrs

Description: Can anyone, regardless of company status, be a leader? Yes! Leaders can be found at all levels in the work force. When you're learning how to lead, is it possible also to be responsible for discovering new future leaders? You bet it is. Even though you aren't in management, do you have the power to influence someone to change his behavior? Again, the answer is yes. In this course, you'll learn how to become a leader; how to train yourself and others to lead; how to build effective relationships; and how to build strong, long-lasting coaching relationships.

COMMUNICATING A SHARED VISION**Length:** 4.5 hrs

Description: "If you can dream it, you can do it." Walt Disney's words ring as true today as they did many years ago when they were first displayed above the Epcot Center. The importance of a vision cannot be denied. Neither can the importance of communicating that vision to the people responsible for supporting it. Communicating your vision gives purpose and meaning to the work that people do, and pursuing and accomplishing that vision with a sense of integrity builds trust in you as an individual and as a leader. This course will teach you how to communicate a shared vision and get action on that vision across all sectors of your working environment.

THE LEADER AS A MODEL**Length:** 3 hrs

Description: "Leaders...know how to dance the old dance. We all grew up in traditional organizations with conventional leader and role models. Now the music has changed. We don't know the new steps and there are not footprints on the floor." Peter R. Schools' words accurately reflect the challenges of leading today. You have to be able to develop a diverse team that can achieve optimum performance. You have to know how to motivate a variety of individuals. And you have to be willing to shed the old ways of thinking to make room for the new. This course will start you on that path.

**REMOVING PERFORMANCE BARRIERS****Length:** 4 hrs

Description: Managers see problems and learn to work around them. Leaders have a different perspective, do things a little bit differently, and try a little harder. It may mean challenging an age-old process, throwing out performance appraisals, or taking a huge risk, but all great leaders have to be willing to confront and challenge the barriers that prevent achievement for themselves and the people around them. This course will help you identify and eliminate the barriers you may be experiencing as a leader. You'll be encouraged to do some honest evaluation of your processes and procedures. You'll be asked to question the processes you use for setting standards and tracking improvement, and you'll be challenged to engage in risk-taking and experimentation frequently shown by great leaders of the past.

ATTRACTING, DEVELOPING, AND RETAINING GENERATIONS**Length:** 3 hrs

Description: How can you create a work force that blends the skills and knowledge of all four contemporary generations? Members of the silent generation, baby boomers, Generation X, and Generation Next are attracted to companies for different reasons. They have a variety of developmental needs and are loyal for a variety of reasons.

COACHING FOR PERFORMANCE**Length:** 2.5hrs

Description: Barry is new at quality control. He completed three weeks of training, but he has already made two major errors that cost the firm \$3000. He's obviously upset and discouraged over his shaky start. If you were Barry's supervisor, what would you do? Situations like this one can cause managers to fret and fuss and begin talking about disciplinary action. However, leaders take a different approach. A leader would take the time to coach Barry and find out what's really going on--perhaps determining that three weeks of training wasn't quite enough. Or perhaps discovering that Barry's mother died recently and he's struggling to concentrate. Or offering to find a mentor for Barry until the situation eases. Taking the time to evaluate a situation and making an action plan is part of the process of coaching for performance that you'll explore in this course. You'll learn when it's appropriate to mentor, train, counsel, or discipline an employee, and you'll be given guidelines and tips on how to perform each of these tasks in the most effective manner possible.

LEADING FROM THE FRONT LINE**ENERGIZING AND EMPOWERING EMPLOYEES****Length:** 2.5 hrs

Description: Energy. Without it, the wheels and gigabytes of industry come to a screeching halt. And without energized, empowered employees, your part of global industry will make far less progress. This course introduces you to the importance of energizing and empowering employees. By doing so, you multiply the benefits to your department, team, and organization. The course begins by showing you ways to cultivate employee energy as well as the reasons why it's important. It shows you not only the need to energize and empower employees, but also how to do so. Then you'll explore the role of communication in amplifying that energizing process. You will also learn how to create a work environment that inspires excellence. Finally, you'll see how to act on that energy and reap the benefits.

ORGANIZATIONAL CULTURE AND LEADERSHIP**Length:** 2.5 hrs

Description: What is organizational culture? How would you describe your company's culture? How is leadership related to culture? In this course, you'll explore the concepts related to organizational culture, and learn how the different cultures relate to leadership. You'll learn about the dynamics of cultural change and how you, as a leader, can influence the direction of your organization's culture. The course ends with strategies for leading in a learning culture.

**LEADERSHIP AND THE KNOWLEDGE WORKER****Length:** 2.5 hrs

Description: What are your company's most valuable assets? For many of today's companies, it's the knowledge and experience of their workers. Does your company know how to best use this intellectual capital? Is your company a nurturing environment for knowledge workers? In this course, you'll learn about intellectual capital, how to lead your company from the front line to retain and increase its intellectual capital, and how to make the most of knowledge workers.

MANAGING PROBLEM PERFORMANCE**IDENTIFYING PROBLEM PERFORMANCE****Length:** 4 hrs

Description: To effectively manage a problem performance, it needs to be clearly identified. The distinction between conduct and performance is crucial, because the responses to them need to be different. A manager must therefore be able to discern the differing points of view about the methods of identifying problem performance. There are performance problems that result from the way that the organization operates; performance problems that stem from the workers attitude; and performance problems caused by the workers own ability to perform. Once there is clarity about the nature of the performance problem, the manager must then be able to measure the extent of that problem performance if they are to deal with it effectively. This course will assist you in both defining and describing an employee problem so that you can determine the most useful treatment in ineffective performance management approaches. Learn how to observe and assess workers for standards of performance; and how to provide a formal performance appraisal system.

PREVENTING PROBLEM PERFORMANCE**Length:** 4 hrs

Description: Since discipline is a very difficult time for both managers and employees, organizations must have a clear and defined policy outlining its approach to employee discipline. Managers need to be aware of the legal implications of the disciplinary actions they take, and must take careful and conscientious planning within this disciplinary process. This course considers in detail the conventional staged disciplinary approach so that managers can feel confident in the way they progress from verbal warnings, through written warnings, and finally to the termination of a problem performer. An alternative to the conventional disciplinary approach, the *Discipline without Punishment* model, is outlined and explained. Managers learn to identify the differences in disciplinary approaches, learn how to coach within each model, and how to operate the different stages of each system.

IMPROVING PROBLEM PERFORMANCE**Length:** 5.5 hrs

Description: It is not enough to just be aware of problem performance in an organization; a manager needs to know how to improve performance. Most managers will begin with relatively informal approaches to improving performance – a discussion with the problem performer to devise a plan for remedying the situation, then introducing a system of monitoring performance to ensure that the plan for improvement has taken place. But performance improvement also requires that the worker be given support to develop his or her skills, knowledge or whatever has caused the performance problem. This training program provides you with three essential techniques that enable you to support the under achieving worker. Learn how to: Resolve the problem; Appoint a coach to support the worker; Apply rigorous supervision techniques to help the worker to improve; Change the design of a task or alter the way a team operates to improve employee performance; and Recognize that different organizations require different measures to improve performance.

**DOCUMENTING DISCIPLINE****Length:** 2.5 hrs

Description: Disciplinary action in the workplace is a delicate matter. A serious conflict between manager and worker can give rise to a lengthy grievance procedure, or at worst, legal action. Detailed disciplinary documents are the best defense when a manager's actions are called into question. Without these documents there may be no record of a worker's repeated infractions or failure to satisfy job requirements. There may also be no evidence of a manager's attempt to deal with the worker in a fair and constructive manner. This course explains how documentation can make all the difference, and examines the potential fallout from failure to document. It also suggests steps for progressive documentation and explains what and how to document. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated.

EFFECTIVE USE OF FEEDBACK FOR BUSINESS**AN ESSENTIAL GUIDE TO GIVING FEEDBACK****Length:** 2.5 hrs

Description: The performance of any business depends upon the performance of everyone within the organization. To ensure that all staff are meeting their potential it is essential that there is a culture which enables feedback to be given and received. This course enables you to become familiar with the key aspects of giving candid, constructive feedback about performance. The purpose of this course is to enable you to enhance your skills in giving feedback. The course starts by exploring the nature of feedback, and it then develops a practical approach to the feedback process. Giving feedback is not always straightforward however, and so the final part of this course looks at barriers to giving feedback and strategies for dealing with situations where your feedback is challenged.

COPING WITH CRITICISM AND FEEDBACK**Length:** 5 hrs

Description: We all need feedback so that we can learn and improve. What we often get is criticism, or feedback given to us in such a way that we feel defensive or angry. When your emotions get involved, it is difficult to be objective and to use the feedback effectively. This course links the concept of emotional intelligence, and EQ, to the practice of receiving feedback. By doing this, it provides you with a powerful approach that enables you to deal effectively with criticism and feedback. You will learn how to seek feedback from those best able to help you, and how to deal with feedback, regardless of how it is given. Finally, you will learn how to make positive use of the feedback you receive.

GIVING FEEDBACK TO COLLEAGUES**Length:** 4.5 hrs

Description: Everyone needs good quality feedback in order to improve performance at work. In this course, you will discover how to provide effective feedback to colleagues at the same level as yourself, and to those above you, in the hierarchy of the organization. You will also learn how to deal effectively with challenging situations. In addition to considering the effectiveness of feedback, you will learn a logical process for giving feedback.

GIVING FEEDBACK: A MANAGER'S GUIDE**Length:** 4 hrs

Description: The performance of your business depends upon the performance of every member of your staff. Thus a key skill for all who manage staff is the ability to provide candid, constructive feedback about performance. The purpose of this course is to enable you to enhance your skills in giving feedback. The course starts by exploring the nature of feedback, and it then develops a practical approach to the feedback process, detailing five logical steps. However, in some situations it is not always sensible to use a standard approach and so the course concludes by considering how to cope with challenging situations, such as giving feedback to the staff member who is angry or upset.



EFFECTIVELY MANAGING AND WORKING WITH PEOPLE

MANAGING AND REWARDING TOP PERFORMERS

Length: 2.5 hrs

Description: Does your company have a policy in place for hiring and retaining its top-performing employees? Would you know how to convince valuable employees to stay if they were to hand in their resignation? It is becoming increasingly difficult for companies to retain their top-level employees in today's competitive market. This course examines how to attract and ultimately retain top performers through a combination of benefits packages, performance reviews, improved management policies and other non-financial reward strategies. You will also learn how to promote your company in such a way as to increase interest among prospective candidates and further improve loyalty from top performers within your organization.

MANAGING CONFLICT IN THE ORGANIZATION

Length: 6 hrs

Description: As a manager, you will inevitably have to sort out some of the conflict that occurs in your organization. Sometimes, this will be between individuals, but often it will be between teams, and even departments. The different nature of these conflicts is likely to require different approaches, and there are also likely to be a range of particular demands on you in the way that you manage the conflicts. A way of differentiating and applying these approaches is by adopting a short-term approach against a longer-term strategy. The first is categorized by a "quick and dirty" style of containment and reduction. The second is characterized by approaches that are concerned with resolving the roots of the conflict by finding structural remedies to prevent the conflict occurring in the future. Another form of a long-term approach is to attempt to prevent conflict from occurring. This is, of course, probably impossible, but this approach is characterized by considering in what ways a manager can act to discourage negative conflict.

COMMUNICATION SKILLS FOR RESOLVING CONFLICT

Length: 5 hrs

Description: Although, through the use of good communication skills, conflict in the workplace can be minimized, it can't be eradicated entirely. On the occasions when disharmony inevitably arises, there is a need for a different set of communication skills--those of negotiation, mediation, or arbitration. This course will give you an understanding of the various causes and outcomes of conflict, together with a practical demonstration of the styles and communication involved in the negotiated resolution of one to one conflict. You will also learn how to act as a third party mediator or arbitrator in situations where the parties concerned seem unable to resolve the dispute unaided.

DIFFICULT PEOPLE IN THE WORKPLACE

Length: 3.5 hrs

Description: Do you grind your teeth in frustration each time you have to work closely with someone who drives you batty? Do you have to put up with difficult people at work on a regular basis? Has your physician told you that your blood pressure is at an all-time high? If you answered "yes" to any of these questions, it's probably time for you to learn to deal with difficult people at the office. This course will guide you in your journey to coping effectively with difficult people. You'll learn step-by-step methods and processes to help you identify difficult people to cope and communicate with them. With the help of this course, you'll no longer have to be frustrated or intimidated by difficult people.

WORKING WITH NEGATIVE PEOPLE AND PROCRASTINATORS

Length: 3 hrs

Description: Don't you hate it when people say they'll do something, but when the deadline is up, it turns out they somehow never managed to get around to doing it? Or what about people who whine all the time? You might come in to work in the best of moods, but after ten minutes of someone complaining nonstop while you're waiting to fill your coffee cup, your day is shot. If you're tired of putting up with negative people or people who leave you "holding the bag," then you're going to love this course. It describes ways you can triumph over the negative and negligent attitudes that some of your co-workers, employees, or bosses might display.



INTERPERSONAL COMMUNICATION SKILLS FOR BUSINESS

COMMUNICATE FOR RESULTS

Length: 5 hrs

Description: For many people, success in the workplace depends on their abilities to influence others to take a particular course of action. This course gives a practical demonstration of how to communicate for best results in three common, but sometimes difficult, situations. Firstly, you will learn the communication skills required to ensure the collaboration and cooperation of your colleagues and peers when you are working as a member or as a leader of a project team. Whether you want help with a particular task, or need someone else to undertake the task on your behalf, this course will show you how to approach those capable of giving you what you need. Secondly, this course will outline the communication required to maintain customer relationships during sensitive situations, such as when customers make a complaint, or you must deny their requests. Thirdly, you will learn how best to present information to your managers. Whether your intention is to report or to persuade, if you also want to impress your boss, it's crucial that you communicate concisely, and in a manner which is guaranteed to be understood the first time.

THE BASICS OF LISTENING

Length: 2.5 hrs

Description: Do you sometimes feel like you are not getting the whole message when someone talks to you? If you have problems receiving information that is verbally communicated, this is the course for you. This course will familiarize you with the communication and listening processes, and how listening functions within communication. You will discover the factors and variables that influence communication and listening and learn strategies to overcome weak listening skills. You will then apply these skills to business-based examples. Knowing the basic communication and listening processes will make you aware of where communication can be adversely affected.

LISTENING FOR COMPREHENSION

Length: 5 hrs

Description: Do you need to better understand the basic meaning of a conversation or presentation? If you need to be able to identify what is said to you in a more effective manner, then this course is for you. This course teaches you how to comprehend verbal and visual messages to maximize your understanding of others. Because this course teaches listening skills, certain sections of this course deviate from standard SkillSoft courses by presenting audio and audio cues without accompanying text. You will require audio to take these sections of the course.

TIME MANAGEMENT

YOU AND YOUR TIME

Length: 5 hrs

Description: Before you can decide how to manage your time better, you need to recognize how you manage your time now. Busy people do what is required, and rarely have the opportunity to stop and consider whether they are making the best use of their time. This course will help you to consider the activities that currently take up most of your time, and how you plan and log them including: Work-life balance issues, Role of individual differences and personalities in handling tasks and managing time, and How to improve your weak areas in a positive and constructive way.

DEVELOPING GOOD TIME MANAGEMENT HABITS

Length: 4.5 hrs

Description: Time management shouldn't be a separate activity--it should be an integral part of the way you do things. For this to happen, you need to be able to develop good time management habits and avoid bad ones. An effective use of time also involves managing your environment, managing your use of technology, and managing the time-wasting activities of people around you. In this course, you'll learn to develop techniques for controlling technology (paperwork, telephone calls, and e-mails) to maximize their value and minimize their disruptive potential. Other time stealers addressed include: demands and interruptions from bosses, peers, or customers, and personal procrastination.

**TECHNIQUES FOR BETTER TIME MANAGEMENT****Length:** 4.5 hrs

Description: If you don't feel that you are the organized type, or if making lists or drawing up detailed plans doesn't come naturally, don't worry. This course will introduce you to several different techniques for improving your time-management skills. Learn how to: Know what you want to do before you decide how and when you are going to do it; Establish realistic deadlines; Utilize the "Priority Matrix" to quickly and effectively sort the urgent from the less important; and Maintain control of your time. Experiment, choose and apply the tools which best suit your own situation.

BUSINESS WRITING ESSENTIALS**WRITING WITH INTENTION****Length:** 4 hrs

Description: The writing process actually starts before you pick up a pen or place your fingers on a keyboard. It begins with defining what you are writing, for whom you are writing, why you are writing, and which writing approach to use. This course addresses these defining matters, which you need to consider every time you sit down to write. It includes lessons on how to link your writing to its purpose, how to modify your writing for different readers and audiences, and how to approach your content in a manner that supports the message type. In this course, business writing is taught as a collection of easy skill sets, not as a strained creative exercise. The lessons flexibly encompass almost any kind of business writing you may be required to perform on the job. No matter what your level of writing skill, if you write at work, you can benefit from this practical writing course.

AVOIDING GRAMMATICAL ERRORS IN BUSINESS WRITING**Length:** 4.5 hrs

Description: Grammar: the very word strikes terror into the hearts of learners everywhere. For many people, it recalls the most difficult or most boring classes they can remember from childhood. Yet using correct grammar is one of the key skills for any business writer. Poor grammar skills interfere with communicating a clear message; moreover, they may suggest that the writer is careless and perhaps unprofessional. In this course, you will learn to recognize and repair the most common grammatical errors in sentence construction. Using correct grammar will help you to convey your information accurately and to represent yourself and your company as articulate and professional.

CRISP COMPOSITION**Length:** 4.5 hrs

Description: When you send off business documents that you have written, what do you think the recipients--your readers--hope for? Do they want to plow through long-winded documents that never get to the point? Do they want to waste time puzzling out what your convoluted sentences mean? Do they want to send back numerous requests for clarification? Do they want to pull out an unabridged dictionary just to understand your document? Of course not. Your readers hope that you will work hard to write clearly and concisely. If you do so, your readers can spend their time considering what you have to say, not wondering what you really mean. If you're concerned that your writing does not meet the needs of your readers for clarity and conciseness, then this course will help you remedy these problems. You'll learn to recognize and repair the common errors that prevent your writing from being as effective as you would like it to be.



MSFC SELF-STUDY LEARNING CENTER

(Bldg 4200, Rm G13)

NEW SUPERVISORS

MONDAY MORNING LEADERSHIP (Book)

Length: 2 hrs

This leadership book offers unique encouragement and direction that will help you become a better manager, employee, and person. It provides 8 mentoring sessions that are quick to apply in your daily interaction with your employees.

GENERATIONS AT WORK: MANAGING THE CLASH OF VETERANS, BOOMERS, XERS. AND NEXTERS IN YOUR WORKPLACE (Book)

Length: 4 hrs

Written by a team of cross-generational authors, this book supplies you with fresh, provocative insights and practical solutions for understanding differences, resolving conflicts and managing effectively in today's age-diverse workplace. Includes case studies from 5 major companies, practice exercises and hard-hitting answers to the 21 most asked questions.

CRUCIAL CONVERSATIONS (CD-Audio/Book)

Length: 3 hrs

This resource gives you the tools to handle life's most difficult and important conversations – allowing you to say what's on your mind and achieve positive outcomes. You will learn how to: Prepare for high-impact situations with a proven technique; Make it safe to talk about almost anything; Be persuasive, not abrasive; and Turn crucial conversations into the action and results you want.

SHOWDOWN AT GENERATION GAP (VHS)

Length: 1 hr

By introducing the differences, perceptions and expectations of the 2 dominant employee groups within the work force today, this video shows both managers and employees how they can become more effective in today's generationally diverse workforce. Main points are: How and why Boomers and X'ers are different; what their complaints against each other are; how the generations can adapt their communication styles to build alliances with each other.

21 IRREFUTABLE LAWS OF LEADERSHIP, THE (Book)

Length: 4 hrs

Leadership expert, John C. Maxwell, discusses 21 core attitudes and visions of leadership. Although they all combine to form the foundation for leadership, each of the 21 laws stands alone. Full of real wisdom on the topic, this resource gives excellent real-life examples of what happens when these laws are (and aren't) applied.

DYNAMICS OF TAKING CHARGE, THE (Book)

Length: 2 hrs

This resource identifies specific factors which account for managerial success during transitions, including: the 5 predictable stages that new managers go through in taking charge of their responsibilities; the learning and action issues they face at each stage; and how managers accomplish the organizational and interpersonal work that leads to successful transitions. Written for those facing new responsibilities and for those top managers who want to develop seasoned successors.

COACHING AND MENTORING (Book)

Length: 2 hrs

This book offers managers comprehensive advice on how to help employees grow professionally and achieve their goals. This volume covers the full spectrum of effective mentoring and the nuts and bolts of coaching. Managers will learn how to master special mentoring challenges, improve listening skills, and provide ongoing support to their employees.

**LOVE 'EM OR LOSE 'EM: GETTING GOOD PEOPLE TO STAY (Book)****Length:** 3 hrs

Research shows that managers have more power and influence than anyone else in engaging and retaining talent. This "Wall Street Journal" bestseller outlines the factors that employees say are most important to them and provides 26 research-based strategies for engaging and retaining employees.

DOCUMENTING DISCIPLINE II (DVD)**Length:** 1 hr

This training program will give you a fair and consistent way to deal with negative employee behaviors by learning to properly document disciplinary measures. Topics covered include: FOSA: Facts, Objectives, Solutions, and Actions; Incidence diaries; Disciplinary action memos; and Progressive discipline.

PERFECT PHRASES FOR SETTING PERFORMANCE GOALS (Book)**Length:** 1 hr

A follow-up to the top-selling "Perfect Phrases for Performance Reviews," this book provides managers with phrases and goals that describe expected future performance from their direct reports.

ANALYZING PERFORMANCE PROBLEMS (OR YOU REALLY OUGHTA WANNA) (Book)**Length:** 2 hrs

This resource gives you the power to identify the causes of performance problems and create realistic solutions that work. Through a step-by-step process for solving virtually any performance problem you face, you'll learn to: Identify the true causes of performance problems, Determine if you can use "fast fixes" (solutions that are quick and easy), and Identify realistic, economically feasible solutions.

YOU CAN STOP SEXUAL HARASSMENT (CC) (VHS)**Length:** 1 hr

This two video set will introduce you to the legal and personal issues that arise from workplace harassment. It is intended to help employees and management understand the impacts of workplace harassment and what their role is in putting a stop to it.

ZAP THE GAPS! (CD)**Length:** 2 hrs

In this audio-CD, Ken Blanchard combines story-telling with pioneer problem-solving to tackle the crucial issue of human performance. This business parable is a must-listen for anyone seeking to identify and correct the factors that negatively impact performance-so that the ultimate impact is both meaningful and measurable.

4 DISCIPLINES OF EXECUTION, THE (CD-AUDIO)

This 4-CD set teaches you how to focus on your top priorities in order to get the critical things accomplished. You'll learn 4 universal business disciplines that will enable you to deliver results again and again: Focus on the wildly important; Create a compelling scoreboard; Translate lofty goals into specific actions; and Hold each other accountable – all of the time.

80/20 PRINCIPLE, THE (Book)

You will become more effective with less effort by learning how to identify and leverage the 80/20 principle - the well-known, unpublicized secret that 80 percent of all our results in business and in life stem from a mere 20 percent of our efforts. This book reveals how the principle works and shows how you can use it in a systematic and practical way to improve your career and your company.

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